

06 July 2000

Order of Escalation for all DCMC  
Invoice and CAR/Reconciliation Issues  
(All numbers should be prefixed with 614 693 or DSN 869)

Step 1. Initial requests should go to:

- A. For contract payment issues- the toll-free Customer Service number, (800) 756-4571.
- B. For contract closeout issues- Patricia Hendrix [patricia.hendrix@dfas.mil](mailto:patricia.hendrix@dfas.mil) 6238
- C. For accounts receivable issues- Joe Spring [joseph.spring@dfas.mil](mailto:joseph.spring@dfas.mil) 5163
- D. For needed updates to the Open Audit-Log – John McGee  
[john.mcgee@dfas.mil](mailto:john.mcgee@dfas.mil) 8549
- E. For other issues- the action person, if known.

Step 2. If no action, or the ACO is not satisfied, and the request:

- A. Involves the quality of Customer Service, it should go to:
  - 1. North (all divisions)- Tim Bosley [tim.bosley@dfas.mil](mailto:tim.bosley@dfas.mil) 8620
  - 2. South- Xandra Wade [xandra.wade@dfas.mil](mailto:xandra.wade@dfas.mil) 5989
  - 3. West- (contractors N-Z) Pat Alonzo [patricia.alonzo@dfas.mil](mailto:patricia.alonzo@dfas.mil) 5414  
(contractors A-M) Deborah Elkins [deborah.elkins@dfas.mil](mailto:deborah.elkins@dfas.mil) 5493
  - 4. Stock Fund – Pam Vogel [pamela.vogel@dfas.mil](mailto:pamela.vogel@dfas.mil) 8681
- B. Involves DFAS contract or modification input, the request should go to:
  - 1. North- Contract Management Division, Regina Bouldin 5980  
[regina.bouldin@dfas.mil](mailto:regina.bouldin@dfas.mil)
  - 2. South- Contract Management Division, Lillian Gray 5500  
[lillian.gray@dfas.mil](mailto:lillian.gray@dfas.mil)
  - 3. West- Contract Management Division, Sandra Bartholomew 5707  
[sandra.bartholomew@dfas.mil](mailto:sandra.bartholomew@dfas.mil)
- C. Involves contract payments, the request should go to:
  - 1. North – Payment and Research Division, Pam Franceschi 6139  
[pam.franceschi@dfas.mil](mailto:pam.franceschi@dfas.mil)
  - 2. South - Payment and Research Division, Marjory Campbell 9125  
[marjory.campbell@dfas.mil](mailto:marjory.campbell@dfas.mil)
  - 3. West - Payment and Research Division, Vacant

D. Involves closeout (CAR) action, accounts receivable, or accuracy of the Open Audit Log, the request should go to:

Chief- Reconciliation Support, Joanne Robbins [joanne.robbins@dfas.mil](mailto:joanne.robbins@dfas.mil) 8718

E. Involves reconciliation actions, the request should go to:

1. North - Paul Huey [paul.huey@dfas.mil](mailto:paul.huey@dfas.mil) 6356

2. South – Lyn Jones [lyn.jones@dfas.mil](mailto:lyn.jones@dfas.mil) 8350

3. West – Dave Reckart [dave.reckart@dfas.mil](mailto:dave.reckart@dfas.mil) 5479

Step 3. If no action, or the CAO manager or Commander is not satisfied, the CAO Commander should elevate the request to the Director or Deputy Director for each Directorate:

A. North Operating Directorate

John Eschenbrenner Director [john.eschenbrenner@dfas.mil](mailto:john.eschenbrenner@dfas.mil) 5236

B. South Operating Directorate

Brenda Locke, Director [brenda.locke@dfas.mil](mailto:brenda.locke@dfas.mil) 5340

C. West Operating Directorate

Vivian Newton, Director [vivian.newton@dfas.mil](mailto:vivian.newton@dfas.mil) 5576

D. Special Programs

Roger Luckeydoo, Chief [roger.luckeydoo@dfas.mil](mailto:roger.luckeydoo@dfas.mil) 0970

Step 4. If no action, the CAO Commander should contact:

A. If a contract payment issue:

Thomas O'Brien Director, Contract Payment Operations  
[thomas.o'brien@dfas.mil](mailto:thomas.o'brien@dfas.mil) 6058

B. Reconciliation Directorate (reconciliation and closeout issues)

Christy Rhoads, Director [christy.rhoads@dfas.mil](mailto:christy.rhoads@dfas.mil) 5477

Victor Rivard, Deputy Director [vic.rivard@dfas.mil](mailto:vic.rivard@dfas.mil) 5476

C. Customer Service

Karla Haskins, Financial Specialist 9202  
[karla.haskins@dfas.mil](mailto:karla.haskins@dfas.mil)

Step 5. If the Commander is not satisfied, the District Commander should contact:

A. Linda Ferguson, Deputy Director of the Center for Contract Payments 6202  
[linda.ferguson@dfas.mil](mailto:linda.ferguson@dfas.mil)

B. Mary Godwin Acting Director, Contract Entitlement Operations 5616  
[mary.godwin@dfas.mil](mailto:mary.godwin@dfas.mil)

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| C. Art Gold, <a href="mailto:art.gold@dfas.mil">art.gold@dfas.mil</a> or,  | 2492 |
| D. Joe Childers, <a href="mailto:joe.childers@dfas.mil">joe.childers@dfas.mil</a>                                      | 7493 |
| E. For Customer Service issues, Monica Long Director<br><a href="mailto:monica.long@dfas.mil">monica.long@dfas.mil</a> | 7805 |

If the issue is not covered by this document or if the requester needs guidance in applying it, contact DCMA Liaison Office at DFAS-CO:

John Heston, DCMC Liaison	<a href="mailto:john.heston@dfas.mil">john.heston@dfas.mil</a>	4969
Ruth Fleming, Procurement Analyst	<a href="mailto:ruth.fleming@dfas.mil">ruth.fleming@dfas.mil</a>	5757
Denise Turns, Contract Specialist	<a href="mailto:denise.turns@dfas.mil">denise.turns@dfas.mil</a>	5375